

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

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**10959-DSA****EFFECTIVE DATE:**

<b>DGS OFFICE OR CLIENT AGENCY</b> Division of State Architect		<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> - - -	
<b>UNIT NAME AND CITY LOCATED</b> Regional Office – Los Angeles		<b>CLASS TITLE</b> Office Technician (Typing) (Limited Term)	
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8 a.m. to 5 p.m.		<b>SPECIFIC LOCATION ASSIGNED TO</b> 700 N. Alameda Street, Ste. 5-500	
<b>PROPOSED INCUMBENT (If known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 718-395-1139-902	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
<b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</b> Under the general direction of the Staff Services Manager I, the incumbent performs the Attendance Clerk duties for the Regional Office and provides clerical and administrative support to the Regional Office Manager and Regional Office Analyst.			
<b>% of time performing duties</b>	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>		
35%	<p>The Department of General Services' (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p>The following duties will be accomplished in accordance with the Department of General Services (DGS) and Division of the State Architect (DSA) policies, procedures and guidelines, Bargaining Unit provisions, and applicable CalHR, SPB, and OHR rules, regulations and guidelines utilizing the Project Accounting Leave (PAL) and Activity Based Management System (ABMS) following the User Manuals for reference.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>The incumbent shall promote and be accountable for customer satisfaction and quality service and will initiate or recommend changes that promote innovative solutions to meet customer needs.</p> <p>In order to provide clerical and administrative support to the Regional Office Manager and Regional Office Analyst using a personal computer, photocopier, telephone, and facsimile, in order to efficiently and accurately complete daily tasks utilizing the DGS Correspondence Guide, DGS State Administrative Manual, and other established protocols.</p> <ul style="list-style-type: none"> <li>• Maintains the managers' work schedule and calendar, schedules appointments and meetings with various public and private agencies and groups;</li> <li>• Types memorandums, letters, and other correspondence and documents;</li> </ul>		
<b>SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</b>			
<b>SUPERVISOR'S NAME (Print)</b>		<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
<b>EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b>			
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.			
<b>EMPLOYEE'S NAME (Print)</b>		<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>

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35%	<ul style="list-style-type: none"> <li>• Creates, maintains, and periodically purges, a complete filing system and files for the office, including correspondence, accounting, contracts, and archives using a numeric filing system;</li> <li>• Performs complex and routine copying, filing, mailing and faxing of documents using a variety of office equipment in order to facilitate distribution and/or retention of documents as directed by the Supervisor or lead staff;</li> <li>• Maintains various logs;</li> <li>• Faxes various documents to vendors and other customers;</li> <li>• Answers telephones and directs calls to appropriate personnel.</li> </ul> <p>In order to assist employees and supervisors with personnel-related issues/information, serves as the initial contact person in the Los Angeles Regional Office. In accordance with bargaining unit provisions, and applicable CalHR, SPB, and OHR rules, regulations and guidelines, performs the following attendance clerk functions for approximately 57 employees, utilizing the Project Accounting Leave (PAL) and Activity Based Management System (ABMS) following the User Manuals for reference:</p> <ul style="list-style-type: none"> <li>• Generates Employee Status and Total Time Worked reports in order to verify PAL timesheets are submitted and approved prior to the SCO interface date;</li> <li>• Enters and/or corrects employee time in PAL as directed by the Supervisor or Manager in order ensure accurate records;</li> <li>• Enters new employee information on the ABMS Quick Employee Entry screen upon receipt of hiring documents from the Personnel Liaison (PL) or Supervisor in order to alert OHR, Office of Technology Resources, and Business Services of new employee;</li> <li>• Enters employee separation information into ABMS upon notification from PL or Supervisor in order to alert OHR, OTR and Business Services;</li> <li>• Enters information on work-related injuries into ABMS and submits applicable forms for processing following form instructions in order to keep accurate records;</li> <li>• Provides assistance to staff and management in order to resolve PAL problems and/or discrepancies involving leave balances, overtime reported and work time, including Alternate Work Week Schedules, by communicating with staff and OHR as needed;</li> <li>• Generates reports from ABMS (i.e. overtime, leave balance, etc.) as directed by Supervisor in order to provide with accurate information on employee records;</li> <li>• Provides employees with personnel-related forms, documents, and information, pertaining to such subjects as Family Medical Leave Act (FMLA), Non-Disability Insurance (NDI), and State Disability Insurance (SDI), as required;</li> <li>• Assists employees in the completion of various personnel-related forms (benefit, worker's compensation, etc.) by verifying codes, obtaining signatures and dates;</li> <li>• Processes and distributes completed, personnel-related forms by following instructions;</li> <li>• Acts as a liaison with OHR to resolve processing and other issues as needed by contacting OHR staff via phone or email.</li> </ul>
20%	<p>In order to assist in the general office regulatory process, using a scanner, photocopier, and other office machinery, in cooperation with the professional staff, the incumbent:</p> <ul style="list-style-type: none"> <li>• Scans documents and files;</li> <li>• Creates files;</li> <li>• Maintains and files required documentation as necessary.</li> </ul>
5%	<p>In order to ensure sufficient inventory, on a bi-weekly basis, as directed by the supervisor, the incumbent:</p> <ul style="list-style-type: none"> <li>• Maintains a stock of standard office supplies</li> <li>• Takes inventory of current stock of supplies using list of standard items;</li> <li>• Completes an order sheet using office supply catalogs to reference price and quantity;</li> </ul>

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5%	<ul style="list-style-type: none"> <li>• Submits order list to Supervising Program Technician II and Regional Office Manager for approval;</li> <li>• Orders office supplies using on-line ordering system on personal computer following system instructions;</li> <li>• Verifies completeness and accuracy of shipment upon receipt comparing the order list and packing slip;</li> </ul> <p><b>MARGINAL FUNCTIONS</b> Provides back up coverage to the front reception desk by receiving deliveries and greeting visitors in person and over the phone and directing callers and visitors to the appropriate division staff following established protocols.</p> <p><b>KNOWLEDGE AND ABILITIES</b> <b>Knowledge of:</b> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p><b>Ability to:</b> Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.</p> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <ul style="list-style-type: none"> <li>• A demonstrated interest in assuming increasing responsibility.</li> <li>• Display mature judgment, tact, and discretion in all matters.</li> <li>• A demonstrated ability to handle sensitive and confidential information and assignments with tact and diplomacy.</li> <li>• Positive attitude and adaptable to change.</li> <li>• Ability to work well with a team.</li> <li>• Good customer service skills.</li> </ul> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Oracle applications, specifically ABMS and PAL.</li> <li>• Knowledge and experience preparing correspondence for another person's signature.</li> <li>• Knowledge of Word, Excel, and Outlook.</li> </ul> <p><b>ADDITIONAL QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Ability to organize, set priorities and work independently.</li> <li>• Ability to handle telephone calls professionally and with good judgment.</li> <li>• Intermediate personal computer skills, including electronic mail, word processing, routine database activity, word processing and spreadsheet.</li> <li>• Ability to read, interpret and apply technical guidelines from various sources.</li> </ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Demonstrate conscientiousness and professionalism in the work environment.</li> <li>• Exercise a high degree of confidentiality and respect for personnel-related information.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</b></p>

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	<ul style="list-style-type: none"><li>• Dress appropriate for professional office environment.</li><li>• Apply good communication skills, both oral and written.</li><li>• Daily use of a personal computer, related software applications, and peripherals.</li><li>• Effectively exercise good judgment and flexibility in setting priorities.</li></ul>